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Brief Child and Family Phone Interview
(BCFPI)

Self-Study and Remote Certification Guide

Fraser Region

June 2009
Version 1.2

CYMH provincial office

BCFPI Inc.

Introduction

Welcome to the ***BCFPI Self-Study and Remote Certification*** guide. This guide is intended to provide necessary knowledge and skill development to prepare clinical staff for certification as **BCFPI Intake Interviewers**.

Participants should contact their Team Leader (or Clinical Supervisor) and **Regional Certification Representatives** before beginning the ***BCFPI Self-Study and Remote Certification*** process.

The **BCFPI Intake Interview** is a standardized clinical children's mental health screen; and as such, requires a minimum standard of clinical practice for effective use. The BCFPI is only one part in a comprehensive CYMH intake process. It is not intended to be an assessment tool; it is not intended for the purposes of classification in the DSM IV-TR. The BCFPI has been proven effective as a children's mental health psychometric for screening.[1] It also has also been proven effective after dissemination in a large children's mental health network.[2]

JCPP BCFPI Screening Utility R...

1.

JCPP BCFPI issemination Resea.

2.

Users will be oriented to required methodologies and practices for BCFPI use. They will also be oriented to interpreting reporting results from the interview data.

The BCFPI can also inform client, program, and service area outcomes at all levels of the organization through aggregate and comparative reports. The use of these reports is covered in the training guide and manual; they also can be used in the training environment, or in the production web-site in your service location. However, aggregate reporting will not be part of the focus for the certification evaluation.

Step One: Knowledge Transfer

Participants will be required to review the following two documents as the principal guides to their learning:

1. ***BCFPI Interviewer's Manual (BCFPI, Inc.)***
2. ***BCFPI (CARIS) User's Guide (MCFD)***

These documents were prepared by BCFPI Inc., the provincial office of CYMH, and the Regional Council Support Team, for the purpose of training clinical staff.

BCFPI Interview Manual Oct 200...

BCFPI (CARIS) User Guide.pdf (...

Note: Participants should pay particular attention to Chapter Two (conducting the interview) and Chapter Three (Report interpretation) in the ***BCFPI Interview's Manual*** (Oct 06) to prepare for the certification role-play. You should be familiar with the process of creating a client, case, affiliate (BCFPI informant), and setting up an interview in CARIS (from the ***BCFPI (CARIS) User's Manual***).

Step Two: Skill Development

After sufficient study of BCFPI documentation, you should be ready to begin applying your knowledge and practicing your interviewing skills. BCFPI skill development and training is done in a dedicated training environment, separate from real client data, in preparation for the certification interview.

Instructions for Accessing the Training Website

To create a client, case, affiliate, and interview in CARIS, consult your ***BCFPI and CARIS Training Manuals and User's Guide(s).***

- Open MS Internet Explorer from the task-bar, icon on desktop, or from the <Start> Menu.
- Type into the address bar:
  - **https://leader.mcf.gov.bc.ca**
  - Push <enter> on the keyboard
  - When the log-in page loads choose a username and matching password and type them into the log-in fields:

Username:	**Matching Password:** (case sensitive)
cartrn01	RedSky01
cartrn02	RedSky02
cartrn03	RedSky03
etc. (up to cartrn12)	etc. (up to RedSky12)

Important! Please do not use your assigned IDIR log-in or push the

<BCeID> button.

- There will be a pause while the site loads
- Go to the 2nd page (at bottom right)
- Click the '+' beside CYMH Abbotsford
- Click 'select' button beside <Clinical Access> (for Abbotsford)
- From this point, follow the steps on pages 1 & 2 of the "BCFPI Set-up & Questions" below:

BCFPI Setup & Questions.pdf

- CYMH has established its own mandatory list of questions and the order in which they should be addressed. Page three of the above document outlines these interview expectations. Participants will use this guide during the certification session to guide them through the interview. They may also find it useful as a future reference while doing BCFPI interviews.
- Participants should continue to practice in the training site until they feel at ease setting up a client, case, affiliate, and BCFPI interview in CARIS, and navigating the actual BCFPI software (with the mandatory questions and question ordering).
- Participants should also practice generating single-case reports from the interview page after mock interview data has been collected (*Standard Report* and *Evidence-Based Service Report*).
- Using the reports generated above and in conjunction with the ***BCFPI Interviewer's Guide*** study the domain graph in the *Standard Report* or *Evidence-Based Service Report* to aid in interpreting results, using the reports to triage, evaluating risk, or identifying significant concerns relating to the child or youth's level of functioning. Consider consulting with more experienced clinicians for report interpretation advice.

Step Three: Preparation for Certification

- With the approval of your Team Leader or Clinical Supervisor, contact the designated ***Certification Representative*** for your clinical team, and set-up an appointment time for the certification session and role-play interview.
- **Fraser Region Certification Model:**
  - Wherever a **CYMH Team Leader** is resident in the Fraser Region there will be a BCFPI Certification Representative on the team.
  - Consult your Team Leader to determine who the BCFPI Certification Representative is in your location.
  - In Surrey, staff should contact **Angela Abbing**:

  - angela.abbing@gov.bc.ca
  - **604-951-5844**
  - Angela is the TL for the North Surrey CYMH Team, who is the Sub-Regional Certification Representative for this area.

- Participants should allow two hours for a combined information tutorial, certification role-play interview, generation and interpretation of the Standard or Evidence-Based Service Report, and a review of the results of the interview.
- The certification role-play usually takes about 45 minutes. Participants should set-up the client, case, affiliate, and BCFPI interview in advance of the certification interview call.
- If the certification representative is resident in your office, they are still encouraged to do the interview portion of the call over the phone, as this is the preferred methodology of the administration of interviews (and the most challenging).
- Attached is the "Certification Interview Guideline" that the ***Certification Representative*** will use as an evaluation guide for the interview. This is provided to participants as a certification study guide.

Certification Interview Guideline.p

- Participants will be evaluated for meeting a minimum administration standard and demonstrating a reasonable mastery of required skills and knowledge.
- Areas of focus include: methodological integrity, asking mandatory questions, question ordering, demonstration of clinical intake skills, risk management (if it exists in the interview), and comfort level using the software "live". All knowledge and skills required will be covered in the participant information provided in this document.

Step Four: The Certification Role-Play

Participants should prepare themselves on the day of the interview by having access to the <Certification Interview Guidelines> document.

- Pages 1 & 2 will help participants set up a client, case, affiliate (BCFPI informant) and BCFPI interview in CARIS.
- Page 3 will guide participants with the mandatory questions and their ordering during the BCFPI role-play interview.
- Participants are asked in advance of the certification session to create a unique client and start a new case in CARIS.
- Go to: **https://leader.mcf.gov.bc.ca/caris**
  - Press **enter**
- When the log-in page loads, type the following into the log-in fields:

- Username: **cartrn08** Password (case sensitive): **RedSky08**
- **Cartrn09 (RedSky09)** could be used as an alternate if the <cartrn08> ID is having technical problems

Important! Please do not use your IDIR ID or push the BCeID button!

- There will be a pause while the site loads
- Go to 2nd page (pg 2 at bottom right)
- Click the '+' beside CYMH Abbotsford
- Click 'select' beside <Clinical Access> (for Abbotsford)
- Initiate and save a blank ***Parent Interview*** prior to the scheduled certification session.
- Also create a blank ***Teacher's Interview*** and a blank ***Adolescent Interview***, for reference.
- Write down the name of your client in CARIS (if you are coming back to the Case) as you will need to do a client search to open the Case.
- Please do not interfere with other Cases as others using your training ID will have created many other clients and cases.
- With the approval of your Team Leader or Clinical Supervisor, the ***Certification Representative*** will arrange the call-in information for the phone-based role play in advance. Phone-based role-play interviews are encouraged to evaluate the clinician's familiarity with completing the interview in an electronic environment. (Some exceptions may be appropriate for dedicated Aboriginal Support Workers providing outreach and when using paper forms).
- During your certification session, the ***Certification Representative*** will simulate the client's parent, and the participant will complete the ***Parent Form***.
- The participant will also review the other two forms they have created and saved with the ***Certification Representative*** for instruction.
- The actual role play interview should be limited to a maximum of 50 minutes.
- Participants are reminded that this is a screening interview and not an assessment interview, and a proper time limit should be maintained.
- After the role-play and completion of the interview the evaluation results will be reviewed with the participant and either a full ***Intake Interviewer Certification*** or a partial ***Intake Interviewer Certification*** "with conditions" will be granted. The certification process is not completed until any conditions are removed.
- The ***Certification Representative*** will also review the ***Standard and Evidence-Based Service Reports*** from the actual interview (or from the "Cook" examples provided) to illustrate how BCFPI Single-Case reports can be used at the level of intake, and how reports should be interpreted.

cookPre-Post.pdf (44 KB)

CookParEBSRCopy.pdf (99 KB)

CookParentStandard.pdf (55 KB)...

Step Five: After Certification

- After certification has been completed (including removing any conditions), the Certification Representative is asked to inform the appropriate Team Leader or Clinical Supervisor to have the successful participants name added to the central BCFPI database as a BCFPI Intake Interviewer and to have an Intake Interviewer role added to their IDIR log-ins through the MCF SEC request process.
- The following are the MCF Security application documents for Ministry (IDIR) and Non-Ministry (BCeID) staff:

BCFPI Access Instructions_IDIR...

BCFPI Access Instructions_BCeI...

- Certified participants can use the BCFPI as Intake Interviewers with paper forms until they are registered in the security matrix by MCF Security, otherwise they will not have electronic access to the client database until security informs them.
- *Certification representatives will send the details of newly certified staff (name of successful candidate, name of certification rep, date, CARIS location codes where the clinician will be interviewing, and a completed Certification Interview Guidelines Doc) to:*
  - ***Stephen.Morgan@gov.bc.ca***

Note! Before beginning to interview using the BCFPI, please ensure you are familiar with current CYMH policies relating to ***Intake***, ***Consent*** and ***Urgent Response***.

Questions:

If you have any problems of a technical nature, log-in problems to training site, time-outs, lost data, duplicate data, or software "How-To" questions, please contact the MCFD Help Desk:

- **Help Desk**:
  - **MCFHelpdesk@gov.bc.ca**
  - 1-604-775-4357

If you have any questions regarding the Self-Study & Remote Certification process;

clinical policy in relation to intake, consent, or the BCFPI; practice recommendations or implications; reports and interpretation; aggregate reports; or BCFPI methodology or research, please contact:

- **Stephen Morgan, M.S.W.** (BCFPI & CARIS Business Lead, Provincial Office, Regional Council Support Team (CYMH)
  - **stephen.morgan@gov.bc.ca**
  - 1-250-387-5213